

From: George Morino/=TMS/Toyota. Sent: 9/12/2007 9:18 AM.  
To: [ - ] Chris Santucci/=WDC/Toyota\_NY@TOYOTA\_NY.  
Cc: [ - ] ctinto@tma.toyota.com; Kevin Ro/=WDC/Toyota\_NY@Toyota\_NY; Kirk Forsht/=TMS/Toyota@toyota; Michiteru Kato/=HINPO/TMC0@TMC0; Mark\_kubota@toyota.com.  
Bcc: [ - ]  
Subject: Re: VIN's.

We're still working on the Owner Name & Address and the mailing dates, but these are the CR comments I've picked up.

Please note that three of the complaints also have a second verbatim in the next column over. I've hi-lited them in yellow. Sorry, I've briefly skimmed the complaints but haven't read them in detail.  
I couldn't find any CR comments on the blank ones, but that may mean the customer did not provide a VIN or the CR rep didn't correctly record the VIN at the time of call. Customer may never have contacted us either...

George Morino  
National Manager  
Quality Compliance Department  
Product Quality and Service Support  
Toyota Motor Sales, U.S.A., Inc.  
Tel. 310-468-3392  
Fax 310-468-3399

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Chris Santucci/WDC/Toyota\_NY@TOYOTA\_NY  
09/12/2007 05:24 AM  
To George Morino/TMS/Toyota@Toyota, Kirk Forsht/TMS/Toyota@Toyota  
cc ctinto@tma.toyota.com, Kevin Ro/WDC/Toyota\_NY@Toyota\_NY, Michiteru Kato/HINPO/TMC0@TMC0@TMCE@TOYOTA  
Subject VIN's

George and Kirk,

Can you run the VINs on all of these and get the name, address, and mail date from the campaign. All of them please, we'll discuss the "extra" VINs.

Thanks,  
[attachment "ForTMCMeeting20070828WithVIN.xls" deleted by George Morino/TMS/Toyota]  
Regards,

Chris Santucci - Assistant Manager  
Technical and Regulatory Affairs  
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